

# AssetCenter™

Version 3.51

## Addendum

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The Infrastructure Management Company™



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The software is subject to modification and it is possible that the supplied documentation is not fully coherent with the version that you have. These modifications do not compromise proper understanding of the software. For further information on the most recent modifications, please refer to the **Readme.txt** file.

The names of companies and individuals used in the sample database and in examples in the manuals are fictitious and are intended to illustrate the use of the software. Any resemblance to actual companies or individuals, whether past or present, is purely coincidental.

### **AssetCenter and InfraCenter for Workgroups data integrity**

AssetCenter and InfraCenter for Workgroups are extremely rich in functionality. This richness relies on a complex database structure: The database contains a large number of tables, fields, links and indexes; certain intermediary tables are not displayed by the graphical interface; certain links, fields and indexes are automatically created, deleted or modified by the software.

Only the interfaces designed for AssetCenter and InfraCenter for Workgroups (graphical interface, APIs, import program, Web interface and gateways) are capable of modifying the database with respect to its integrity. **You must never modify the structure and/or the contents of the database by any means other than those intended for use with the software**; such modifications are highly likely to corrupt the database and bring about symptoms such as involuntary loss or modification of data or links, creation of "ghost" links or records, serious error messages, etc. Alterations to the database resulting from manipulations of this type void the guarantee and technical support provided by Peregrine Systems.

### **Environments supported by AssetCenter and InfraCenter for Workgroups**

The list of environments supported by AssetCenter and InfraCenter for Workgroups can be found in the manual entitled "Installation and Upgrade Guide". Using AssetCenter or InfraCenter for Workgroups in environments other than those for which it is intended is done at the user's risk. Alterations made to the database resulting from using AssetCenter or InfraCenter for Workgroups in environments other than those for which it is intended void the guarantee and technical support provided by Peregrine Systems.

# Foreword

This guide describes in detail the new areas of functionality included in AssetCenter version 3.51. It complements and updates the AssetCenter reference documentation, which describes in detail other areas of functionality of the software.

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## Conventions

The following notation is used for commands:

The following text formats have given meanings:

<b>Fixed width characters</b>	DOS command.
<code>Example</code>	Example of code or command.
...	Code or command omitted.
<b>Object name</b>	The names of fields, tabs, menus and files are shown in bold.
<u>Note</u>	Important note.

The following notation is used for commands:

[ ]	Square brackets denote an optional parameter. Do not type them in your command. Exception: In BASIC scripts, square brackets are used to denote the data access path and must be included in the script: <b>[Link.Link.Field]</b>
< >	Brackets denote a parameter in plain language. Do not type them. Substitute the text with the appropriate information.
{ }	Curly brackets denote a series of parameters. Only one of these parameters may be used. Do not type these curly brackets in your command.
	A pipe is used to separate a series of parameters contained within curly brackets.
*	An asterisk added to the right of square brackets means that the formula shown can be repeated several times.

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## Send us your comments

We want to deliver the most accurate documentation possible.

Any comments would be greatly appreciated.

Send any remarks to [documentation@peregrine.com](mailto:documentation@peregrine.com).





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# Chapter 1 - Smart database update

AssetCenter Database Administrator now allows you to convert an existing database to a new version without having to perform a migration import.

## **Advantages**

The smart database update has the following advantages:

- You no longer have to create a database with the new format,
- You no longer have to import data from the old database into the new database using import scripts. This process could take either up to or between one and two days; It can now be performed in several minutes (for the demonstration database).

## **Limitations**

The smart database update only supports migration from AssetCenter version 3.xx databases to versions 3.50 or higher.

This function is an improvement on and replaces the **Apply modifications to the database configuration** command in the **Action** menu of AssetCenter Database Administrator. This option only modified the labels and descriptions of field, links, and indexes by applying a difference file.

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# Updating the database structure dynamically

## Preliminary step

### When making a copy of your database

If you want to make a copy of your database, you must first create a connection to an empty shell (created using your DBMS) in AssetCenter.

To create this connection:

- ↗ Start AssetCenter
- ↗ Choose **Manage connections** from the **File** menu
- ↗ Click **New**
- ↗ Select the database engine in the **Engine** field
- ↗ Populate the fields related to the selected database engine (server, user, password, etc.)

Once you have created the connection to the empty shell, it is not necessary to validate this database (**Test** button). The test function does not work on an empty shell, which does not contain any tables.

### Using an Oracle database

The Oracle account you use for the database you want to copy allow you to:

- read from the database to copy
- write to the empty shell

The SYSTEM login gives you these rights for both databases.

You must connect to the source database as the owner (**Owner** field populated with the name of the database itself).

### Using a database via ODBC (Microsoft SQL Server, DB2, etc.)

In order to update the database correctly, the **Database** field must be populated for both the source database and the empty database.

## When updating

### Using an Oracle database

In order to update the database correctly, enter the name of the database

itself in the **Oracle Account** field when connecting to this database. Do not connect to this database as the administrator (SYSTEM login): in this case the difference file cannot be applied correctly.

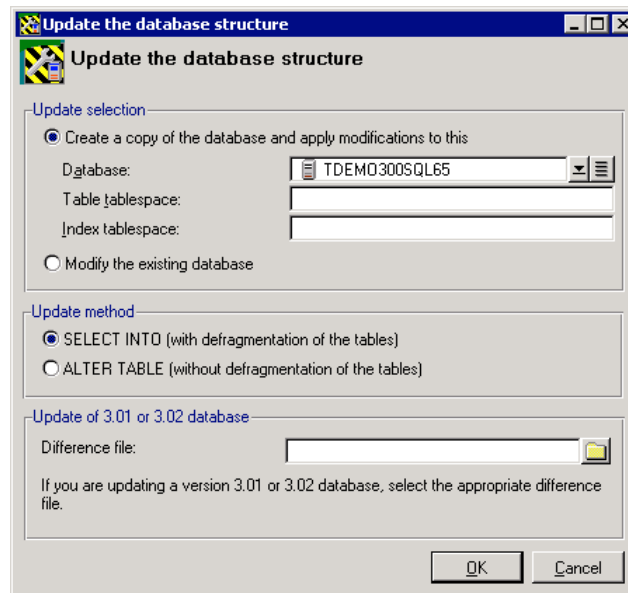
### Using a database via ODBC (Microsoft SQL Server, DB2, etc.)

In order to update the database correctly, the **Database** field must be populated.

## Updating the database

To update the database structure:

- ↪ Start AssetCenter Database Administrator
- ↪ From the **File** menu, choose **Open**.
- ↪ Connect to the database whose structure you want to update. Connect as administrator or a user with administration rights (create records, drop tables, etc.)
- ↪ From the **Action** menu, choose **Update the database structure**.
- ↪ Populate the fields and select the appropriate options in the dialog box.



*Database update dialog box*

If you have modified the structure of the AssetCenter database using SQL queries (importing indexes, triggers, etc.) we strongly recommend clearing these modifications. If the AssetCenter database is not in its original state, the update procedure might fail.

## Create a copy of the database and apply modifications to this

By default, this option is selected. This allows you keep the original database intact. A copy of the database is made to which the modifications are made. To make a copy of the database, you must first create an empty shell using the DBMS.

## Modify the existing database

If you select this option, make sure the database is repaired and is in its original state.

We strongly recommend making a copy of the database using the tools provided with the DBMS. If the database is not in its original state (see the note in the "Difference file" section) you risk damaging it beyond repair during the update.

## Creation parameters

These parameters are available if you are making a copy of the database.

**Database:** Select the empty shell you have created using the DBMS.

**Table tablespace:** Enter the tablespaces you have defined for tables in the empty shell.

**Index tablespace:** Enter the tablespaces you have defined for indexes in the empty shell.

## Update method

You have the choice between two methods: with or without defragmentation.

**SELECT INTO:** This option allows you to defragment the tables in the database. The defragmentation process makes the update process longer for a demonstration database. However, this method accelerates the

process when a production database containing a large number of records (several million) is used.

**ALTER TABLE:** This option does not defragment the tables in the database. As a result, the update is faster for a demonstration database. However, this method slows down the process when a production database containing a large number of records (several million) is used.

	<b>SELECT INTO</b>	<b>ALTER TABLE</b>
<b>Updating a demonstration database</b>	<b>Slow update</b>	<b>Fast update</b>
<b>Updating a large database (several million records)</b>	<b>Fast update</b>	<b>Slow update</b>

### Updating a 3.01, 3.02, or 3.50 database

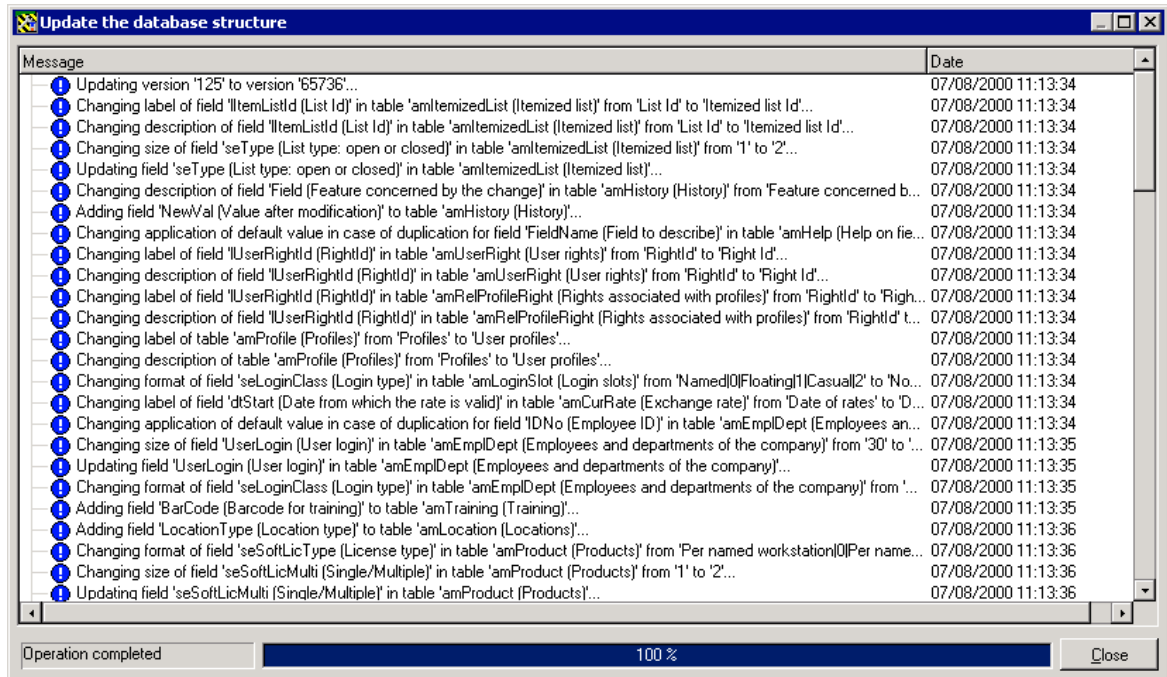
If you are updating an AssetCenter 3.01, 3.02, or 3.50 database, you must use a difference file provided with AssetCenter 3.51. These difference files have the .dbf file extension (Diff301.dbf, Diff302.dbf, Diff350.dbf) and are located in the **Config** folder of the AssetCenter installation folder.

(Example: C:\Peregrine\AssetCenter\Config).

### To start the database update

To start the update of the database, click **OK**.

A log window is displayed showing all the operations performed on the database.



*Updating the structure of the database*

## Important notes

The smart database update process:

- still requires you to manually transfer any help on fields that you may have customized. Only those which have not been customized are carried over in the update process.
- generates certain error messages that can be ignored. These messages are related to features and calculated fields that have been added in the Basic scripts.

## Help on fields

The smart update process does not take into account any modifications you may have made to the help on fields. These modifications must be carried over manually once the smart database update process has finished.



### **Error messages related to features created and calculated fields**

When you start updating the database, error messages related to features created or calculated fields are displayed in the log window. Ignore these messages. During the update process, only the description of the new database is used. As this does not yet contain these features or calculated fields, these messages are normal.



# Chapter 2 - Multiple MAC addressing for AssetCenter Server

You can now install AssetCenter Server on a computer that has more than one network card or on a *cluster* type machine.

In previous versions of AssetCenter, a unique authorization string was associated with the MAC address of the first network card found on the server's host machine.

Now it is possible to specify more than one MAC address and associate each one with a different authorization string the first time you start AssetCenter or via AssetCenter Database Administrator.

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These authorization strings are provided by Peregrine Systems.

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## Starting AssetCenter for the first time

The first time you start AssetCenter, a window is displayed asking you for the MAC address of your server and an authorization string.

To declare several MAC addresses for different network cards on the server host:

- ↳ In the **AssetCenter Server MAC address** field, enter the MAC addresses corresponding to the network cards on the server. Use the *pipe* character to separate each address ("|").

- ↵ In the **Authorization string** field, enter a number of authorization strings corresponding to the number of MAC addresses entered. Use the *pipe* character to separate each authorization string ("|").

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## Updating AssetCenter

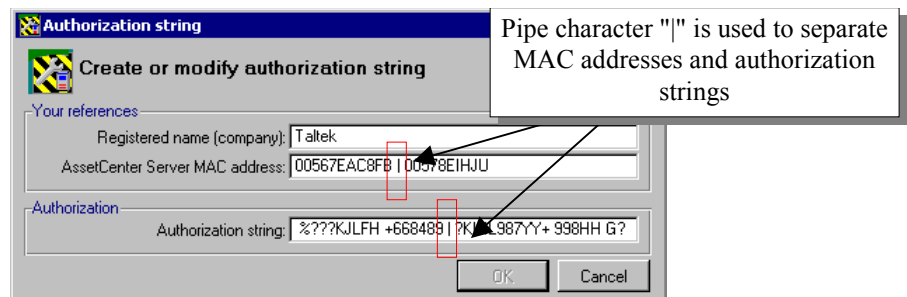
To declare several MAC addresses for AssetCenter server:

- ↵ Start AssetCenter Database Administrator
- ↵ From the **File** menu, select **Open**.
- ↵ Select **Open existing database**.
- ↵ Select the database for which you use a server with multiple network cards.
- ↵ From the **Edit authorization string**, select **Action**.
- ↵ In the **AssetCenter Server MAC address** field, enter the MAC addresses corresponding to network cards on the server. Use the *pipe* character to separate each address ("|").
- ↵ In the **Authorization string** field, enter a number of authorization strings corresponding to the number of MAC addresses entered. Use the *pipe* character to separate each authorization string ("|").

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When updating, one of the MAC addresses entered must correspond to your current MAC address.

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Entering several MAC addresses

# Chapter 3 - Citrix WinFrame support

AssetCenter 3.51 can be installed on a Citrix WinFrame server. This feature makes it possible to install AssetCenter once on the Citrix WinFrame server and make the program available to all declared users on this server.

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## Requirements

To perform this type of installation, you must switch the operating system into a particular mode, which is detailed later in this document, before proceeding with a normal installation of AssetCenter. The autorun feature (which executes the AssetCenter installation program automatically when the CD is inserted) must be disabled. An alternative solution is to exit the installation program when it is executed by the autorun.

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## Installation

There are two possibilities:

- The CD autorun starts the AssetCenter installation program: Exit this program and perform the following steps.
- The installation program does not start automatically: Perform the following steps.

## Step 1 - Switch the operating system to "Install" mode

To do this, enter the following at the command line:

```
change user /install
```

This command allows Citrix WinFrame to keep the history of entries in the Registry and **.ini** files installed by AssetCenter. WinFrame propagates this information to each user.

## Step 2 - Install AssetCenter

Install AssetCenter as described in the "Installation and Upgrade Guide".

## Step 3 - Switch the operating system to "Execute" mode

When AssetCenter has finished installing, you must switch the operating system back to "Execute" mode.

To do this, enter the following at the command line:

```
change user /execute
```

You can skip this step if AssetCenter requires you to restart the system after installation.

For further information on installing or executing applications in Citrix WinFrame, refer to the documentation supplied with WinFrame or go to the Citrix web site at <http://www.citrix.com>.

# Chapter 4 - Using NT security

AssetCenter 3.51 can identify users connecting to the database using the integrated NT security (also called single sign-on).

NT security makes it possible to uniquely identify a user according to:

- the user's NT login
- whether or not the user belongs to an NT domain

The principle is as follows: AssetCenter uses the connection information from a Windows NT (or Windows 2000) user to authenticate access to the database. In this case, it is no longer necessary to enter a login and password in AssetCenter.

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## Prerequisites

If you want users to be able to use this functionality, you must first update the table of employees according to the NT users. (In practice, AssetCenter Server creates a record in the table of employees for each NT user detected on the specified domain or domains.)

During the update, if the name of the group of an NT user is identical to an existing profile name, AssetCenter Server creates the user and attaches the profile. Otherwise the employee created will not have any defined rights and the administrator must modify each record manually.

We recommend that you first create the profiles corresponding to the different user groups and associate appropriate rights and access restrictions. When updated, the users created (or modified) in the AssetCenter database will have the appropriate user profiles straightaway.

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# Implementation

AssetCenter Server takes care of the synchronization of the table of employees according to the NT users. To carry out this operation:

- ↵ Start AssetCenter Server,
- ↵ Connect to the database for which you want you use integrated NT security, using the **File/ Connect**,
- ↵ Select **Options/ Configure**, then click the **Modules** tab in the dialog box. The list of modules of AssetCenter Server is displayed. Each of these modules executes a particular task according to a defined frequency (for further information, refer to "Reference guide: Administration and advanced used of AssetCenter", chapter "Managing deadlines with AssetCenter Server"). The module concerned by this functionality is called **Update the table of employees according to the NT users**. Make sure that the check box next to this task is selected,
- ↵ Click the magnifier to the right of the **User data item** field. AssetCenter Server displays a full list of NT domains and groups detected on the network,
- ↵ Select the domains containing the users (or user groups) for which you want to activate the unified login, then validate,
- ↵ Define the frequency of execution of this task. If the domain information changes regularly, you will probably want to execute this task regularly. However, the process of recovering the information can be time-consuming; Bear this in mind,
- ↵ To confirm, click **OK**,
- ↵ Activate the update process a second time
  1. select **Action/ Activate**,
  2. select the **Update the table of employees according to the NT users** task,
  3. click **OK**. AssetCenter starts the update.

If the number of users concerned by this operation exceeds the number of **Named** logins authorized by your license, AssetCenter Server declares the users as using a **Floating** login.



- ↳ Your database now contains an employee for each NT user detected on the chosen domain or domains. A feature containing the NT security identifier (**SID**) is associated with each employee. The employees created in this way do not have a valid password; Their login is of the following form:

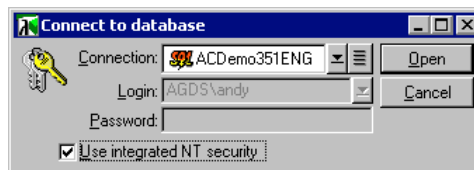
<domain>\<user>

After performing this operation, we recommend checking that all records created in the table of departments and employees effectively correspond to an AssetCenter user.

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## Connecting to AssetCenter

Once the previous operation is carried out, the NT users can access AssetCenter directly. A user connecting for the first time simply has to select **Use integrated NT security**, then click **Open**.



When connecting the following times, no authentication information is requested.

If, for whatever reason, a user wants to connect using another login, it is always possible by selecting the **File/ Connect to database** command.

In Windows 95 and 98, it is possible to connect using the <domain>\<login> login and a valid password. The **Use integrated NT security** check box is not available in Windows 95/98.